



## IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Richard L. Bruner  
CHAIR

Kathleen Kohorst  
Kelly Dolan Lange

Timothy L. Lapointe  
Robert F. Holz

Mary Mosiman  
Robert von Wolfradt

Philip Groner, Acting Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

### Iowa Telecommunications & Technology Commission

Grimes State Office Building, 1st Floor

400 E. 14th Street, Des Moines, IA 50319

**FINAL**

**March 15, 2018**

To ensure the most efficient use of State resources, the March 15, 2018 ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference also ensured that more Commissioners were able to participate in the meeting and reduced the risk of delays caused by weather or other impediments to travel. The meeting was accessible to members of the public through attendance at the Grimes State Office Building.

- **Roll Call:**

- **Commissioners Present:**

Richard Bruner, Chair (on-site)  
Kelly Dolan Lange, Member (Zoom video)  
Kathleen Kohorst, Member (on-site)  
Bob Holz, Member (on-site)  
Timothy Lapointe, Member (Zoom video)  
Robert von Wolfradt, Ex-Officio (on-site)  
Mary Mosiman, Ex-Officio (Zoom Phone)

- **Iowa Communications Network Staff Present:**

Phil Groner, Acting Executive Director  
Deb Evans, Chief Financial Officer  
Mark Johnson, Chief Administration Officer  
Randy Goddard, Business Services Officer  
Mike Cruise, Finance Services Officer  
Dave Marley, Field Services Officer  
Jontell Harris, Executive Officer 2 (Recorder)  
Lori Larsen, Executive Officer 2

- **Guest Attendees Present:**

Ray Warner, Aureon  
Sean Cory, CenturyLink  
Gina Miller, CenturyLink  
Joe Coon, Mississippi Bend Area Education Agency (AEA) (via Zoom Phone)

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- **Call to Order:**

- Chair Bruner called the meeting to order at 10:30 AM. It was noted that a quorum of members was present for the meeting.
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- **Approval of the February 15, 2018 Meeting Minutes:**

- It was noted that a correction needed to be made in the February minutes; the Commission requested the minutes be amended.
- Chair Bruner requested a motion to amend and approve the February 15, 2018 meeting minutes. Commissioner Kohorst moved to amend and approve the minutes. Commissioner Holz seconded the motion. The motion passed unanimously.

Commissioner Holz – Yes  
Commissioner Kohorst – Yes  
Commissioner Lange – Yes  
Commissioner Lapointe – Yes  
Commissioner Bruner – Yes

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- **New Business:**

- **Agency Updates**

- **Agency Division Update – Deb Evans**

Data loads for the new financial system are almost complete and are being put into a test system. Approximately 55% of invoices have been loaded. As part of the system, the vendor will audit and process the invoices for the payables staff. The larger invoices take more time to audit. Once the audits are complete, the payables staff will audit again prior to entering the information into the State system. User acceptance testing will begin on April 12. The Finance Bureau is analyzing all T1's and DS1's in the network to provide to the Engineering Bureau for the purpose of setting priorities for the sunseting of legacy Asynchronous Transfer Mode (ATM) equipment on the network. Information such as customer usage, services and connections will be provided to the Engineering Bureau for prioritization. The sunset date for the ATM equipment is scheduled for July 2019 but the agency is working to escalate that deadline. Part III bids have been released for six (6) sites for 2018 and responses are due March 30. This Fall, 27 sites will be released for FY 2019. The Department of Transportation (DOT) contract for Shared Use Projects is close to being finalized. The DOT has requested that two additional

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services, Network Operations Center (NOC) services and splicing services, be added to the contract. The Business Services Bureau is working with Fiber Network Services (FNS) to determine how those services can be added to the contract. The ICN continues to work with DOT and bill through professional services until the official contract is signed. Evans stated that the ICN is also working on a contract with the City of West Des Moines for use of Rights-of-Way (ROW), as well as city duct fiber for authorized customers within the city. Master shared agreements set the parameters for parties who agree to allow collaborative use of assets on a project by project basis. The new agreement would be incorporated with already existing 28E agreements with the City of West Des Moines. Over 2,000 phones have been requested from CenturyLink for Managed Voice Services (MVS) and five new out-state sites have been added as well as the first K-12 school, Mt. Ayr. The first prison has been converted. For E-Rate, 1,935 - 470 bids have been released. ICN has replied to 440 bids and has received 101 - 471 responses indicating that the bids were won.

**COMMENTS:**

*BRUNER:* When does E-Rate close or has it already closed?

*EVANS:* March 22 is when responses must be submitted.

■ **Financial Report – Mike Cruise**

The February Fiscal Year (FY) 2018 budget-to-actual showed an operating margin of \$503,306.95, with a margin of 19.1%. Cruise stated that the primary cause of the margin was decreases in voice and transport expenses. The transport expenses reported in February were higher than normal due to maintenance. With the absence of maintenance costs, transport expenses have lowered. Direct expenses for Outside Plant (OSP) were reported as -\$19,557.47 due to four fiber repairs being billed to vendors or responsible parties. The expected revenues offset the expenses for the month which caused the negative amount. The year-to-date budget totals were -\$1,741,117.62 with a margin of -8.4%. The FY17 year-to-date budget total in March of 2017 was -\$1.6 billion which was 58% of the annual budget. This year, the ICN is currently at 47% of the annual budget. Cruise stated that the ICN is outperforming FY17. The first draft of the FY19 budget will be presented in the April ITTC meeting.

**COMMENTS:**

*BRUNER:* Is it negative because we bill and receive funds from people who cut our fiber?

*CRUISE:* Yes. The expenses would have been booked in prior months.

*BRUNER:* Do we get a pretty good response when we bill for the fiber cuts or do we have to write some of those expenses off?

*CRUISE:* We are able to collect about 75% of those bills. Every once in awhile there will be a vendor who fights the bill and will blame another vendor. We are fairly successful on collecting most of the repair bills.

*BRUNER:* Are the vendors who fight the bills the ones who cut the fiber on a regular basis?

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*CRUISE:* Yes, there are some repeat offenders. Some of the 75% of bills are requested from the Executive Council if it's not a natural situation like a fiber chew.

*EVANS:* To go to the Executive Council it has to be a natural disaster like a flood, rodent chew, erosion, etc.

*BRUNER:* So it's unusual?

*EVANS:* Not really. We have had about two gopher chews recently.

*LAPOINTE:* Can we have a note on future financial reports that compares the figures to last year to show whether we are ahead or behind?

*CRUISE:* Yes, I can add a column that shows the previous year for the monthly and year-to-date financial reports.

*HOLZ:* What is the order of magnitude, on an annual basis, of cuts that are unreimbursed?

*CRUISE:* Dollar wise? Perhaps between \$75,000 - \$100,000.

*MARLEY:* A typical cut runs about \$10,000-\$15,000 for restoration costs. Sometimes the person that caused the cut will help with the excavation so you don't have to call in a second excavator to splice different things. Sometimes you can splice permanently or all in one event but sometimes you have to install a temporary fiber line and come back after the fact, which adds cost as well. The costs vary. We had 20 fiber cuts last calendar year. Some of them are caused by rodent chews but the vast majority are caused by contractors doing work.

*CRUISE:* Two or three years ago we had significant ice compression. We had no snow cover and it was really cold. That year the cost was really high.

*HOLZ:* What is the cost recovery from contractors cutting cables?

*CRUISE:* I don't have that exact figure. The percentage from vendor fiber cuts is probably lower than what we collect from them overall.

*MARLEY:* It's an inexact science for sure because you have the denial factor. Strangely enough, sometimes it is a vendor that we work with who is out doing a different job for some other organization. They don't want to damage our partnership, so a lot of times we can work it out and come to some agreement.

■ **ACTION: Indian Hills Community College Internet Service Waiver - Randy Goddard**

The ICN received a renewal waiver request from Shane Molyneux, Chief Information Officer (CIO) at Indian Hills Community College (IHCC). The request was for 1Gb of Internet that the school currently receives from Aureon. Aureon's pricing for 1Gb is \$1,950/month, in comparison to the ICN rate of

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\$2,212/month. The ICN rate includes a \$500 installation fee. With the Aureon rate, the school will save \$262 monthly and \$3,144 annually. After a review of IHCC services, Goddard noted that the ICN does provide an Ethernet connection to the main campus as well as each of the branch campuses. The ICN bills approximately \$85,000 to IHCC each year.

Chair Bruner requested a motion to approve the Indian Hills Community College 12 month renewal of Internet waiver request for FY19. Commissioner Holz moved to approve the waiver request. Commissioner Lange seconded the motion. The motion passed unanimously.

Commissioner Holz – Yes  
Commissioner Kohorst – Yes  
Commissioner Lange – Yes  
Commissioner Lapointe – Yes  
Commissioner Bruner – Yes

- **ICN Carrier Updates**

- **Carrier Division Update - Dave Marley and Deb Evans**

**MARLEY-** Multiple groups have joined together and have made good progress over the last several months to complete network upgrades and provide basic co-locate services as requested by ICN customers. As heavy users of ServiceNow, the Network Operations Center (NOC) continues to be engaged in the development process. The transition from the Service Desk application has gone well and customers have not noticed any changes in incident management. Marley reported that two rodent chews on fiber cables occurred within the last few months. Fiber repairs are challenging during the winter months. Co-locate services for the Joint Forces Headquarters (JFHQ) have been defined and cost has been assembled. Pricing required process details, customer access, and networking are being finalized. Several improvements have been made at JFHQ to prepare for customer order configuration and co-location. Redundancy levels have also been added. A review was completed of existing equipment, space management, power, heat dissipation, heating, ventilation and air conditioning (HVAC), internal cable management and fiber entrance cable diversity. A new entrance facility was created to split two entrance cables by creating new routing and separating the cables into two different fiber distribution cabinets within the facility to avoid potential isolation by fiber cut. The under floor cable trough was extended where it was incomplete from the initial installation. A fiber management system was installed and equipment cabinets have been integrated. New configuration for the cabinets has begun. The power system is being upgraded for capacity, increased reserve time and potential power failures. For additional redundancy and capacity, the ICN has contracted with CenturyLink to provide another network path capable for providing multiple 10Gb channels in both Lucas and JFHQ buildings. These steps will increase the resiliency of the network.

**EVANS -** The Engineering Bureau has contracted two new temporary employees. The temporary employees will assist with day-to-day tasks so that the more experienced engineers can focus on the ICN's current projects. Several solutions have been considered for the ATM sunset, however, the solutions were not cost effective. The Engineering Bureau believes they have secured another solution that would allow Time-Division Multiplexing (TDM) circuits to be utilized by customers using an ethernet

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platform rather than an ATM platform. The Technical Assistance Center (TAC) has completed most of the re-cabling on the Capitol Complex for MVS. The largest remaining and most challenging location left to be re-cabled is the Capitol. New cabling has been installed in all of the Capitol Complex buildings. The engineering of the Wallace and Oran Pape Buildings are being completed which would allow for those buildings to be transferred to MVS. Three Intent-to-Bids (ITBs) are being completed for 911 services to move forward. Evans stated that testing has been started on the encryption of MVS. The Business Communicator software is working, however, the second Session Border Controller (SBC) needs to be installed so that failover can be tested. Once installed, the OCIO's office will be asked to test. The ICN continues to work on power upgrades for sites. Priorities have been set by need for the 911 project and the ICN core upgrade. ICN Contracting and Business Services staff will work with community colleges to get their help with HVAC services within their area. Bids were issued but few responses were received for those services, so the ICN is reaching out to community colleges for recommendations of vendors that are currently being utilized within the communities.

**COMMENTS:**

*BRUNER:* Are all voice services encrypted?

*EVANS:* The OCIO informed the ICN of the risk of MVS not being encrypted. We worked with CenturyLink to make sure that every phone line is encrypted. All phones do not have to be encrypted if the customer does not wish for them to be and/or they are not part of the Executive Branch. It is a choice. CenturyLink has worked to install the encryption requirements and we are now working with the OCIO for testing.

*BRUNER:* Good. It would seem that this would be another layer of protection that the Executive Branch needs. Does not having encryption affect the quality of service?

*EVANS:* It does not. Encryption takes more bandwidth so some of the smaller agencies hesitate, however, most of the other agencies have been in agreement.

*LAPOINTE:* Have we received any feedback, either positive or negative, from customers on any of our services?

*EVANS:* We have heard from the Department of Revenue on the encryption issue. The OCIO's office is also working with them. It's something that they have to do for the IRS and their rules. So we are working very closely with them on that.

*GODDARD:* We have gotten some negative feedback. We have moved to a new system so there are questions involved but we have mostly received positive feedback. The agencies have really appreciated the Business Communicator which is like a virtual phone. The Business Communicator service supports Continuity of Operations Government (COOPCOOG) plans because in the event that an agency is forced to leave their office space, they are able to use the service in an alternate location. Before, it was an intense process because phone lines had to be moved. Now it's a virtual phone, setup on the computer so it travels with the employee as long as there is Internet connectivity. Questions have come up pertaining to encryption. The Iowa Public Employees' Retirement System (IPERS) wants to make sure that security is in the forefront. We continue to give them updates on the status. It has been positive.

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## ■ Jekard Update - Phil Groner

Aeritae has had a change in their Program Management. Sue Stewart has taken a new job so the ICN is looking forward to working with the new Program Manager. Groner stated that at least 25 enhancements have been submitted for the ServiceNow platform to include the customer service portal as well as internal operations. Two new workflows, data circuit and Internet, are scheduled to be released into production to process customer orders for the entire organization. An ITB has been released to find a new consultant for work with the ServiceNow and automation platforms. The ITBs were due on February 28 and eight (8) bids were received. A team is currently working through the bids and plan to have a recommendation soon. Groner stated that “Jekard” was a branding campaign that started in 2017 to put a communications style around the agency efforts. The ICN is not confident that the branding strategy has resonated with customers and stakeholders. The branding is hard to explain though there is reasoning behind it. The naming of the products tied into Jekard are also causing some confusion. The strategy behind the initiative of reducing the number of systems that the ICN uses to make it more efficient is still solid. The ICN is upgrading the core of the network and ultimately, the ICN wishes to automate many of the current processes to make the delivery of services more efficient. In the future, the terminology and branding will revert back to the standard nomenclature for the upgrades and automations.

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## ● Other Business:

### ■ Legislative Update - Mark Johnson

Senate File (SF) 2355, which originally included language related to the sale/lease of the network in addition to an appraisal, was passed by the Senate with an amendment to strike the sale/lease language and make it an appraisal and audit of the network. That language was still problematic from the Auditor's Office perspective. The Auditor's Office fiscal note indicated about an \$600,000 cost but no funding was included in the legislation. The Auditor's Office was working diligently to try to get funding included in the bill. The bill was moved to the House of Representatives. There was a subcommittee meeting with Representative Rizer as the Chair as well as Representatives Kaufmann and Lensing who were both involved with the oversight investigation. After input from parties that were interested in the legislation and review of the legislation, the subcommittee decided to postpone the bill indefinitely. The bill is dead for the legislative session and won't move forward. The bill is eliminated from further consideration during the session however, the language could still be added to another bill. House File (HF) 2254, the 911 consolidation bill, passed the House on February 26. It was voted out of the Senate Appropriations Committee and is moving forward. There has been no negative feedback. The Department of Homeland Security (HSEMD) is overseeing the bill and the ICN has offered to assist to provide information as necessary. Johnson stated that SF 2235 may potentially help the ICN in the future. It establishes the crime of critical infrastructure sabotage and creates a Class B Felony for destruction of telecommunications and broadband infrastructure. The ICN believes the bill is a incentive in terms of protecting critical infrastructure. In Federal government, “Dig Once” legislation is moving through congress. It has passed the House and is in the Senate. There is an opportunity for it to pass and it

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would require, at least for federally funded road projects, that certain criteria be involved for fiber conduit to be included in road projects. If the legislation passes it will be beneficial to the ICN's relationship with the DOT and assisting with management of infrastructure. The ICN will continue to monitor the bill on the Federal level. Johnson stated Commissioner Holz was confirmed on March 5 as part of the En Bloc calendar. Heather Fransen has been appointed to the Commission by Governor Reynolds but still needs to be confirmed by the Senate.

#### **COMMENTS:**

**BRUNER:** Auditor Mosiman interviewed with the Oversight Committee first then, Phil Groner and Mark Johnson interviewed several weeks later. I believe Phil and Mark going over with the fact sheet helped answer a lot of questions and clear up misconceptions that the subcommittee had regarding the ITTC/ICN response to the audit. Commissioner Lapointe and I had our time in front of the committee as well. My sense was that the committee was most interested in knowing what happened. I thought it was a sincere attempt to find out why the allegations took place. Representatives Kaufmann and Lensing ended up being on the subcommittee that decided that the legislation on the sale/lease and additional audit should not to move forward. Looking back, the work that was done by that committee paid some dividends when it came time to deal with the sale/lease language. Thank you to everyone involved.

**MOSIMAN:** The Auditor's Office did participate in the first piece of legislation. It has nothing to do with our current audit which is done on an annual basis for ICN. We were stressing to the members of the subcommittee that the intent of the legislation would be a much more comprehensive audit, where the current audit is based on analytics and sampling. What we interpreted as a comprehensive audit would require basically every transaction for certain operations. With no additional appropriations attached to the bill, we knew that would be very difficult for us to do so that's why we pushed back a bit. The annual audit will continue because it is statutory.

**JOHNSON:** One other piece of legislation that is moving forward is based upon the Auditor's recommendation. The House Oversight Committee did move forward a bill that was proposed by the Auditor's Office dealing with additional whistleblower protections. It was passed by the committee and is moving forward.

**LAPOINTE:** I wanted to thank and commend those involved with the testimonies before the Oversight Committee. That was quite an interesting and somewhat stressful experience but I think it ended well. I thought Chair Bruner did a great job with his testimony. Phil and Mark represented the ICN well and were there to support us in our testimony. As part of my comments to the subcommittee, I commended the ITTC and the staff and talked about our decade long work and oversight. They had questions about what we were doing and why we didn't know the things that were happening. I commended Phil, Mark and Deb by name. I invited the legislators to attend an ITTC meeting at any time. I think this is an exceptional Commission. Everyone has given their all for the sake of good government. Representative Kaufmann came to us afterward and told us that we did a nice job, that he thought the bill was not going anywhere, and that he had done his due diligence. Thank you to Phil, Mark and Auditor Mosiman for acting efficiently and addressing the misconceptions. I want to applaud them as well as the Commission and staff. I think that this is an amazing entity. I'm proud of our oversight and work.

**BRUNER:** Several committee members came to us following the meeting and told us that they appreciated our candor. We tried to be as transparent as we could. We weren't able to answer the simple question of why this occurred but we did give them all the information that they wanted.

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## ■ Subcommittee Discussion - Phil Groner

The Commission was interested in the formation of subcommittees. The ITTC has used subcommittees in the past. There have been standing committees such as video rate and technology committees, as well as ad hoc committees for one time purposes such as the 10 year anniversary, Executive Director search and selection, and internet study committees.

The staff recommended three subcommittees:

- Finance and Audit subcommittee - To address budgeting, financial issues for the ICN, as well as the Auditor's Office annual audit.
- Customer and Services subcommittee - To insure that authorized and certified users are having their voices heard and that the ICN is effectively communicating customer needs to the ITTC.
- Personnel Subcommittee - To oversee items of the Executive Director as well as job classification changes, promotions, and job postings.

### **COMMENTS:**

*LAPORTE:* This is what I was hoping you would put forward as recommendations. I think we need to be responsive to this recent situation. We should assign Commission members to the subcommittees with staff and I'd ask for staff recommendations on that. The Commission members can be randomly assigned.

*BRUNER:* I agree. If a Commissioner has a particular interest please let me know, otherwise we will do it on a random basis and decide how we're going to meet. Should we move ahead with these subcommittee recommendations?

*LANGE:* How many ICN staff members will serve on each committee?

*GRONER:* I would recommend a minimum of at least one, not more than two, staff members. We don't want to overwhelm staff or Commissioners with more work.

*LAPORTE:* In the past we've just had one staff member and that has worked well. We've had video conferences with staff and that has been more convenient for those needing to attend remotely.

*BRUNER:* We will move ahead, come back with a committee structure and recommendation as to who will be on those committees. It is another way for the Commission to get more deeply involved in three critical areas. We will move ahead and discuss more at the next meeting.

*HOLZ:* I like these ideas. Many agencies have internal audit or corporate compliance sections and I want to find out how we can do that. Part of the recent issue was compliance with the procedures. We should somehow, at the corporate level, be aware of and get a handle on things that require compliance.

*BRUNER:* Great suggestion for each of these areas but especially for Finance.

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*GRONER*: One of the things that staff members assigned to the subcommittees can help commissioners with is all of the detailed policy, procedures and rules that the state currently has in place for things such as purchasing or personnel actions, all of the processes that the Department of Administrative Services - Human Resource Enterprises (DAS HRE) has in place that just simply need to be followed. It is not a small task to understand all of the details that the state has for these processes.

*HOLZ*: It just may be a subset within each of those committees.

*BRUNER*: We want to understand the audit process and what our obligations are. We would probably start with the administrative rules then work up to the ICN level.

■ **ACTION: ICN Organizational Changes - Phil Groner**

In July 2017, an interim organizational chart was put into place because of the events that were taking place. The current organization changes create three direct reports to the Executive Director, two Division Administrators and one Secretary position. The change also creates a new bureau, moving back to a more traditional bureau structure. A Network Services Bureau was created to encompass the Technical Assistance Center (TAC), Outside Plant, Cyber Security and Systems Administration. The new bureau would be headed by Ryan Mulhall. The Engineering/Operations Bureau would encompass engineering, operations, field operations and product development. The Finance and Business Services Bureau would have minimal changes other than Contracting and Purchasing Agents would report directly to the CFO. Primary signing authority for all contracts still remains with the COO, Mark Johnson. Primary signing authority for contract agreements will not be under the division with the Purchasing Officers as a means of checks and balances. Groner stated that the organizational modifications do not include job classification changes or promotions.

**COMMENTS:**

*VON WOLFFRADT*: This does not add staffing?

*GRONER*: No, this does not add staffing.

*LAPOINTE*: I think it looks good.

Chair Bruner requested a motion to approve the organizational chart changes. Commissioner Holz moved to approve the organizational chart changes. Commissioner Lapointe seconded the motion. The motion passed unanimously.

Commissioner Holz – Yes  
Commissioner Kohorst – Yes  
Commissioner Lange – Yes  
Commissioner Lapointe – Yes  
Commissioner Bruner – Yes

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## COMMENTS:

*GRONER:* The ICN staff would like to suggest to the Commission that a future meeting be held at JFHQ where the network hub located. For those who may not have had the opportunity to visit JFHQ and see the NOC and the hub, this would be a good opportunity. If we do have a new Commissioner joining us we feel that this would be a good opportunity for that Commissioner. The meeting would be held after May at JFHQ. The State Auditor's office has agreed to speak with ICN staff on March 17 regarding what to look for with fraud and other possible abuses. It is required for ICN staff to attend to hear about things to look for to identify fraud as well as how to report fraud and potential abuse. Commissioners are also invited to attend in-person or remotely. It will also be recorded for those who are unable to attend.

*MOSIMAN:* It is not just the ICN. When we mentioned this training to Dave Roederer, he may also recommend this same training for numerous state agencies. I appreciate the proactiveness of the ITTC and ICN.

*GRONER:* The Governor's office is requiring all state employees, extended to all Boards and Commissions, to attend anti-sexual harassment training. It is an online training that takes about 20-25 minutes to complete. At the end of the training, you are asked to print the certificate and send it to DAS so that they can track and record completion. The commissioners should have received that invitation for the training to be completed by May 1.

*BRUNER:* The last Statewide Youth Broadband Advisory Council (SYBAC) meeting was excellent and we are getting some outstanding kids. The request for students has been sent out for next year. If staff or Commissioners know of anyone who would like to participate, I think that would be an excellent program. It looks good on your resume and the input that we are getting is beyond expectation. Phil did a nice job of leading that. This morning we received more information on the new Commissioner, Heather Fransen who is a technology consultant for RSM in Dubuque. As Mark stated, she still needs to be confirmed. I will reach out to her on behalf of the Commission.

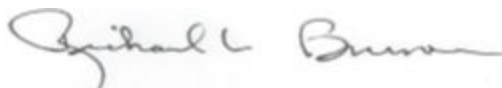
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## ● Adjournment:

Commissioner Kohorst moved that the meeting be adjourned. The ITTC meeting adjourned at 11:59 AM.

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## ATTESTED TO:



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**Richard Bruner, Chair, Iowa Telecommunications and Technology Commission**

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